

# REVENUE DEPARTMENT



## JOB ANNOUNCEMENT

		POSTING DATE <b>10/03/06</b>	
		ANNOUNCEMENT NUMBER <b>151-06</b>	CLOSING DATE <b>10/11/06</b>
JOB TITLE/JOB CODE NUMBER <b>Information &amp; Referral Specialist 1 60911 Classified/Unclassified</b>		PAYGRADE <b>010</b>	SALARY RANGE (MONTHLY) <b>\$1,786.24 - \$3,127.98</b>
DIVISION <b>Motor Vehicle Division</b>		POSITION #'s <b>00125925</b>	
		UNIT NAME/LOCATION <b>Salvage/Tradeport</b>	

THIS ANNOUNCEMENT IS OPEN TO:

- A. ☐ CURRENT QUALIFIED REGULAR REVENUE DEPARTMENT EMPLOYEES ONLY.
- B. ☐ CURRENT AND FORMER QUALIFIED REGULAR REVENUE DEPARTMENT EMPLOYEES.
- C. ☐ CURRENT AND FORMER QUALIFIED REGULAR REVENUE DEPARTMENT EMPLOYEES, AND CURRENT TEMPORARY OR HOURLY EMPLOYEES WITH AT LEAST SIX MONTHS OF EMPLOYMENT IN THE DEPARTMENT OF REVENUE IN THE PAST TWO YEARS WHO MEET THE MINIMUM QUALIFICATIONS FOR THE POSITION AND WHO HAVE SUCCESSFULLY PASSED THE APPLICABLE MERIT SYSTEM TEST IF REQUIRED.
- D. ☐ CURRENT AND FORMER QUALIFIED REGULAR STATE EMPLOYEES.
- E. ☐ EXISTING LIST OF MERIT SYSTEM JOB SITE AVAILABLE APPLICANTS.
- F. ☐ PUBLIC ANNOUNCEMENT - Georgia Merit System Job Site <http://thejobsite.org/>
- G. ☒ ALL QUALIFIED APPLICANTS.

SUBMIT TWO COMPLETED MERIT SYSTEM APPLICATIONS OR RESUMES POSTMARKED OR HAND DELIVERED NO LATER THAN THE CLOSING DATE.

Applications should be submitted to: Georgia Department of Revenue  
Human Resources, Suite 2225  
1800 Century Blvd., NE  
Atlanta, Georgia 30345-3205

If you need an accommodation, due to a disability, for any part of the employment process, please contact the Human Resources Office at (404) 417-2140 or (404) 417-2160 (TDD)

### GENERAL NATURE OF DUTIES/RESPONSIBILITIES ASSIGNED TO THIS POSITION

Under general supervision receives and processes applications for the issuance of certificates of title to walk-in customers. Receives and resolves complaints and/or inquiries from the general public. Researches policies and responds to customers' inquiries. Prepares correspondence when documents are not in order. Collects fees and balances cash drawer. Maintains security of blank certificates of titles at all times. Exhibits a high level of ethical behavior and professionalism at all times.

### MINIMUM TRAINING AND EXPERIENCE

One year of full-time (or equivalent part-time) work experience providing information, complaint and/or problem resolution to the public OR completion of a bachelor's degree at a four-year college or university. Experience using a computer for information retrieval or tracking and/or word processing is essential.

### PREFERRED QUALIFICATIONS

Completion of a high school diploma or equivalent (GED). Good customer service skills, including one year of experience working with the public in person and by telephone. One year of experience using an online computer terminal and entering data into a computer system. Good work history for the past five years. Must be flexible and have the ability to multi-task. Ability to work under stress/pressure. Ability to work independently. Ability to lift, move and carry up to 30lbs. Ability to meet the terms and conditions of employment with the Motor Vehicle Division.

### COMMENTS

Due to the large volume of applications received by this office, only those applicants selected for interview will be notified of the final applicant selection.